EXCEPTION

Date: August 29, 2001

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1).

Exception:

The BellSouth IT Team does not have criteria to develop the scope of a Release Package (PPR1).

Background:

The BellSouth Internal Change Management Process is the process used by BellSouth to implement changes to its OSS. The process includes initiation, validation, prioritization, sizing, development and implementation of all proposed changes. These changes are proposed by both BellSouth Internal Groups and the CLEC Community. Proposed changes are routed through a series of prioritization steps and then submitted to the BellSouth IT team. The BellSouth IT Team then determines which of the proposed changes it will implement as well as the schedule for implementation.

Issue:

The BellSouth IT Team methods and procedures documentation[1] does not provide the criteria utilized by the BellSouth IT Team to develop the priorities, capacity, and capabilities of a software release nor does it provide an explanation of how scenarios are built.

Impact:

Documentation of the BellSouth IT Team criteria for scope development of a release is necessary to provide systematic, consistent and repeatable implementation of change requests. The lack of established and documented development criteria may result in the BellSouth IT team overlooking and/or ignoring important change requests. Important change requests that remain unimplemented prevent CLECs from receiving requested order and pre-order functionality that may allow CLECs to compete more effectively in the local exchange carrier market. Furthermore, the lack of criteria may create delays and/or obstacles for BellSouth in its efforts to implement the new Release Management system that has been proposed for integration into the Change Management process.

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[1] Encore Capacity Scoping Process, provided by BellSouth 6/14/01

FLA Exception 106 (PPR1).doc

ⓐ **BELL**SOUTH

Florida OSS Test
Exception 106

September 26, 2001

EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1).

Exception:

The BellSouth IT Team does not have criteria to develop the scope of a Release Package (PPR1).

Background:

The BellSouth Internal Change Management Process is the process used by BellSouth to implement changes to its OSS. The process includes initiation, validation, prioritization, sizing, development and implementation of all proposed changes. These changes are proposed by both BellSouth Internal Groups and the CLEC Community. Proposed changes are routed through a series of prioritization steps and then submitted to the BellSouth IT team. The BellSouth IT Team then determines which of the proposed changes it will implement as well as the schedule for implementation.

Issue:

The BellSouth IT Team methods and procedures documentation[1] does not provide the criteria utilized by the BellSouth IT Team to develop the priorities, capacity, and capabilities of a software release nor does it provide an explanation of how scenarios are built.
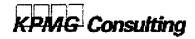
Impact:

Documentation of the BellSouth IT Team criteria for scope development of a release is necessary to provide systematic, consistent and repeatable implementation of change requests. The lack of established and documented development criteria may result in the BellSouth IT team overlooking and/or ignoring important change requests. Important change requests that remain unimplemented prevent CLECs from receiving requested order and pre-order functionality that may allow CLECs to compete more effectively in the local exchange carrier market. Furthermore, the lack of criteria may create delays and/or obstacles for BellSouth in its efforts to implement the new Release Management system that has been proposed for integration into the Change Management process.

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[1] Encore Capacity Scoping Process, provided by BellSouth 6/14/01

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 106

BellSouth Response:

The BellSouth IT Team utilizes the strategies described in the attached proprietary "Encore Electronic Interface Ordering (EIO) Application Rolling Release Plan" for scope development of Release Packages.

EXCEPTION

KPMG Consulting

EXCEPTION 107
BellSouth Florida OSS Testing Evaluation

Date: August 29, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Volume Performance Test (TVV-2).

Exception:

KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV2)

Background:

BellSouth's Business Rules for Local Ordering specifies: "A FOC will be returned to the CLEC either via facsimile or electronically after the Local Carrier Service Center (LCSC) processes the CLEC's service request(s) and determines that corrections or error resolutions are not required."[1]

BellSouth is expected to provide fully mechanized FOC, Clarification, or Error responses for at least 99% of acknowledged PONs.[2] Planned flow-through drop-out errors are excluded from the calculation.

Issue:

As part of the Volume Performance Test KPMG Consulting submitted orders to BellSouth via the TAG interface on August 18, 2001.

Response results on mechanized orders excluding planned flow-through drop-out orders are as follows:

ACK	FOC, ERR, or CLR	No Response	Response Percentage
91	88	3	96.7%

KPMG Consulting has not received a fully mechanized FOC, rejection, or clarification from BellSouth for the following orders:

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[1] *BellSouth Business Rules for Local Ordering, Issue 9O*, section 2.9.3.
[2] KPMG Consulting applied a benchmark of "99% Returned" to Ordering Measure O-11 of the BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001. The benchmark was applied based on KPMG Consulting's professional judgment.

FLA Exception 107 (TVV2).doc

PON	Ver	CC
0026011CTJYY0001	00	9991
0720621CTHYY0001	00	9991
0720621CTHYY0002	00	9991

Impact:

The absence of fully mechanized BellSouth confirmations and errors can create extra work for a CLEC to follow up on missing responses, have a negative impact on the timeliness of order completion, and may lower overall CLEC customer satisfaction.

FLA Exception 107 (TVV2).doc

⊕ **BELL**SOUTH

Florida OSS Test
Exception #107

Date: August 29, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Volume Performance Test (TVV-2).

Exception:

KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV2)

Background:

BellSouth's Business Rules for Local Ordering specifies: "A FOC will be returned to the CLEC either via facsimile or electronically after the Local Carrier Service Center (LCSC) processes the CLEC's service request(s) and determines that corrections or error resolutions are not required." [1]

BellSouth is expected to provide fully mechanized FOC, Clarification, or Error responses for at least 99% of acknowledged PONs. [2] Planned flow-through drop-out errors are excluded from the calculation.

Issue:

As part of the Volume Performance Test KPMG Consulting submitted orders to BellSouth via the TAG interface on August 18, 2001.

Response results on mechanized orders excluding planned flow-through drop-out orders are as follows:

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[1] *BellSouth Business Rules for Local Ordering, Issue 9O,* section 2.9.3.

[2] KPMG Consulting applied a benchmark of "99% Returned " to Ordering Measure O-11 of the BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001. The benchmark was applied based on KPMG Consulting's professional judgment.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 107

ACK	FOC, ERR, or CLR	No Response	Response Percentage
91	88	3	96.7%

KPMG Consulting has not received a fully mechanized FOC, rejection, or clarification from BellSouth for the following orders:

PON	Ver	CC
0026011CTJYY0001	00	9991
0720621CTHYY0001	00	9991
0720621CTHYY0002	00	9991

Impact:

The absence of fully mechanized BellSouth confirmations and errors can create extra work for a CLEC to follow up on missing responses, have a negative impact on the timeliness of order completion, and may lower overall CLEC customer satisfaction.

BellSouth's Response:

BellSouth's findings are in the following chart for the Volume Test conducted on August 16, 2001:

PON	Ver	CC	BellSouth Response
0026011CTJYY0001	00	9991	KPMG Input Error. NMXCR is not a valid USOC. Order fell out for Manual Handling.
0720621CTHYY0001	00	9991	Known Defect was opened 7/02/01 for a PSIMS issue in LESOG. Fix scheduled for implementation 9/29/01. Order fell out for Manual Handling.
0720621CTHYY0002	00	9991	Known Defect was opened 7/02/01 for a PSIMS issue in LESOG. Fix scheduled for implementation 9/29/01. Order fell out for Manual Handling.

FLORIDA OSS BELLSOUTH'S RESPONSE TO EXCEPTION 107

Of the total 3 PONs listed, BellSouth found that all PONs fell out for Manual Handling. In summary:

- 2 related to existing Defect; fix scheduled for 9/29/01 implementation to address PSIMS issue in LESOG.
- 1 KPMG data problem

KPMG should refer to Measure 0 – 11 on FOC and Reject Response Completeness for the Approved Standard.

EXCEPTION

EXCEPTION 112
BellSouth Florida OSS Testing Evaluation

Date: October 1, 2001

EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the testing activities associated with Provisioning Verification and Validation (TVV-4).

Exception:

BellSouth's systems or representatives have not consistently provisioned service and features as specified in orders submitted by KPMG Consulting. (TVV4)

Background:

As part of its Operational Support System (OSS) testing efforts in Florida, KPMG Consulting has been conducting a Customer Service Record (CSR) Validation test to ensure that the information contained in the CSR is correctly updated and consistent with the Local Service Request (LSR). KPMG Consulting compared the post-activity CSR with the LSR and/or pre-activity CSR.

KPMG Consulting expects the information on the post-activity CSR to be consistent with

* updated information in the LSR and,

* information contained in the pre-activity CSR for items where the LSR did not specify updates.

Issue:

KPMG Consulting applies a success standard of 95%[1] when testing BellSouth's ability to correctly update CSRs. KPMG Consulting has reviewed 190 CSRs. CSRs for 87 telephone numbers were not consistent with the information in the pre-activity CSR or the LSR submitted to BellSouth. Based on these initial findings, BellSouth has updated 54% of the analyzed CSRs accurately. KPMG Consulting has found the following discrepancies:

> **Issue 1:** Directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR.

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[1] KPMG Consulting applied standards based on its professional judgment in the absence of 1) FPSC-approved standards or 2) documented BLS guidelines.

	PON	VER	CC	Result
1a	015011FPRN100016	00	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number as a non-pub. A listed LAL was also specified by the LSR, but the post-CSR does not show an auxiliary listing.
1b	075021FPTF102010	03	9990	The DL form specified a LNLN of Resident and a LNFN of Rcm for the listing that was changed. However, the post-CSR has a LN of R*C*M

Issue 2: Location did not update in the post-CSR as specified in the EU section of the LSR.

	PON	VER	CC	Result
2a	012011FPTN000005	00	9993	The LSR specified 9776 as the End User room, but the LOC field in the post-CSR has 9881 as the room.
2b	012011FPLN000010	00	9993	The LSR specified 9600 as the End User room, but the LOC field in the post-CSR has 9982 as the room.
2c	057021FPMC000004	00	9990	The LSR specifies the end user floor as 99 and the end user room as 9761, but the post-CSR populates the LOC section with DES (4TH FLR BELLSOUTH CO).

Issue 3: Listed number is the previous ATN, which was disconnected, and the disconnected lines are still listed in the hunt group on the post-CSR.

	PON	VER	CC	Result
3a	018042FPTN000008	01	9993	The order was issued to disconnect the existing ATN and 1 auxiliary line of a 5 line resale customer, and it completed on 5/2. The post-CSR shows 9545222037 (existing ATN that was disconnected) as an account number. The TN 9545222037 was removed from the S&E section, but it was not removed from the hunt group. The LSR also specifies that 9545222183 is to be disconnected and removed from the hunt group. This line is no longer present in S&E section of the post-CSR, but it is still listed as a member of the hunt group.

Issue 4: BTN on the LSR is different than the BAN1 on the post-CSR.

	PON	VER	CC	Result
4a	019011FPEN100005	00	8772	The BAN1 specified in the LSR is 904N250168168, but the BTN on the post-CSR is 904Q932812212.

Issue 5: Disconnected line has incorrect call transfer information on the post-CSR.

	PON	VER	CC	Result
5a	018051FPRJ000022	00	9993	The LSR specifies that calls are to be transferred from 9043549746 to 9033548705, but the post-CSR has calls transferred from 9043548705 to 9033548705.

Issue 6: Hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
6a	002141FPEJ001001	00	9990	The LSR specified the addition of sequential hunting for 5615140316 & 5615140322, but the hunt group did not appear on the post-activity CSR.
6b	013021FPEN000003	00	9993	The LSR specified the addition of 9545223720 & 9544679084 to the existing hunt group, but the post-activity CSR did not list the lines as part of the hunt group. However, the lines are listed in the S&E section of the post-CSR.

EXCEPTION 112
BellSouth Florida OSS Testing Evaluation

	PON	VER	CC	Result
6c	018011FPTN003006	00	9993	The LSR specified that 9545228153 & 9545228797 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.
6d	018011FPTN002007	00	9993	The LSR specified that 9545222644 & 9545225471 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.
6e	018011FPLN000012	00	9993	The LSR specified that 8504339771 & 8504339774 were to be disconnected and removed from the hunt group. These lines are no longer present in the S&E section of the post-CSR, but they are still listed as members of the hunt group.

Issue 7: The location did not update in the post-CSR as specified in the EU section of the LSR, and the hunt groups were not updated as specified by the LSR.

	PON	VER	CC	Result
7a	012051FPEJ100004	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8902, but the post-CSR populates the floor as 99 and the room as 9877. The LSR specified sequential hunting for 3055774534, but this line was not a member of the hunt group on the post-CSR.
7b	012051FPEJ000005	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8908, but the post-CSR populates the floor as 99 and the room as 9879. The LSR specified sequential hunting for 8502363886, but this line was not a member of the hunt group on the post-CSR.
7c	012051FPTJ001008	00	9993	The LSR specifies the end user floor as 89 and the end user room as 8910, but the post-CSR populates the floor as 99 and the room as 9878. The LSR specified sequential hunting for 8502306338, but this line was not a member of the hunt group on the post-CSR.

Issue 8: Chargeable listings in the S&E section of the post-CSR changed.

	PON	VER	CC	Result
8a	011071FPEJ005003	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).
8b	011071FPTJ000015	00	9993	Chargeable listing USOC changed from CLT (business additional listing) to FLT (listing no rate).

Issue 9: There are features or services in the S&E section of the post-activity CSR that were neither specified in the LSR nor appeared in the pre-activity CSR. The CLEC contact information on the post-activity CSR is incorrect.

	PON	VER	CC	Result
9a	010161FPTN101009	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
9b	010161FPTN100011	00	9993	The LSR specified a FPI code of E on the RS form, but the post-CSR displayed PCA BO instead of PCA OF (freeze PIC). The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.

Issue 10: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR.

	PON	VER	CC	Result
10a	001121FPEN100002	00	9990	The LSR specifies W as an ACT code. Two additional USOC codes were added to the S&E section of the LSR that were not present on the pre-activity CSR. The USOC codes are NW102 and ADL11.
10b	002191FPEN100002	00	9990	Three way calling (ESC) was specified in the LSR as a new feature for 9045980680, but the feature was not present on the post-CSR.
10c	002191FPEN100007	00	9990	Three way calling (ESC) was specified as a new feature, but the feature was not present on the post-CSR.

	PON	VER	CC	Result
10d	010111FPLN100010	00	9993	The LSR specified a FPI code of E on the RS form, but the LPIC was frozen instead. Call Waiting (ESX) was listed as a feature in the post-CSR, but it was not specified in the LSR.
10e	012031FPEJ003004	03	9993	The LSR specified the addition of features with USOC codes of HBY and NSD for 8502304972 & 8502304967, but neither were found on the post-CSR.
10f	012041FPEJ001001	00	9993	The post-CSR lists UEPRC (USOC if caller id is a feature) instead of the UEPRL (USOC if caller id is not a feature) USOC listed on the LSR. UEPVF is present on the post-CSR even though no features are specified on the post-CSR.
10g	035071FPMC000007	00	9990	The LSR specifies a W activity type, but USOC codes differ between the pre and post-CSRs. The FUJMX USOC appeared on the pre-CSR but not on the post-CSR. A PR7BV & CTG (CLS 80.DCAD.508422.023.SB) as well as a PR7EX & CTG (CLS 80.DZZD.508422.001.SB) were found on the post-CSR and not on the pre-CSR.

Issue 11: The post-CSR CLEC contact in the S&E section differs from the Initiator Identification and Initiator telephone number specified in the LSR.

	PON	VER	CC	Result
11a	001081FPLJ000008	00	9990	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.
11b	010032FPLN100021	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
11c	010032FPLN100022	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.
11d	011071FPEJ002004	01	9993	The CLEC contact name (UNECN) did not update in the post-CSR as specified in the LSR.

	PON	VER	CC	Result
11e	012031FPRJ000017	00	9993	The CLEC contact (UNECN) on the S&E section of the post-activity CSR lists the implementation contact instead of the initiator.
11f	058022FPMC000002	00	9993	The reseller contact name (RESCN) did not update in the post-CSR as specified in the LSR.

Issue 12: The CLEC Contact Name (UNECN) in the S&E section of the post-CSR is spelled incorrectly.

	PON	VER	CC	Result
12a	011071FPEJ001007	02	9993	The LSR specified L Mireles, but the post-CSR listed L Mereles.

Issue 13: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
13a	070011FPTH002011	00	9990	The DL section of the post-CSR differs from the pre-CSR and even the information contained in the EU section of the LSR. The LN section of the post-CSR has CKS; BELLSOUTH FLA as the name, and the LA section has 2660 NW 137th ST. The pre-CSR and EU section of the LSR list the name as Richcom located at 2660 E Superior Street. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.
13b	070011FPLH000020	04	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom. Richcom is also the name listed on the pre-CSR. The SIC code changed from 7999 to 8711 even though a DL form was not submitted.
13c	072011FPTH100026	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Richcom.
13d	072011FPTH100034	00	9990	The LN section of the post-CSR has CKS; BELLSOUTH FLA whereas the end user name on the LSR is Flo South.
13e	080021FPTH000008	00	9990	The LN section of the post-CSR has CKS;

	PON	VER	CC	Result
				BELLSOUTH FLA whereas the end user name on the LSR is Richcom.

Issue 14: The information in the DL section of the post-CSR is different than the information contained in the pre-CSR or LSR. The CLEC contact is also incorrect. The BAN1 on the LSR does not equal the BTN on the post-CSR.

	PON	VER	CC	Result
14a	072011FPTH100022	00	9990	The LN section of the post-CSR for the loop service order (072011FPTH100022) has CKS; BELLSOUTH FLA as the name. The EU section of the LSR lists the name as Flo South.
14b	072011FPTF100022	00	9990	The BTN (305Q855482482) on the post-CSR for the DL record update (072011FPTF100022) differs from the BAN1 on the LSR (305Q850860860).

Issue 15: The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
15a	001051FPEJ100008	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15b	001051FPEJ100011	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15c	001051FPEJ100015	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15d	001051FPTJ100023	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15e	001051FPTJ102027	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15f	001051FPRJ100033	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15g	001052FPTJ100009	00	9990	The DEL field on the pre-CSR is A0 whereas it is A5 on the post-CSR.
15h	001061FPEJ102005	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15h	001061FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15i	001061FPRJ101029	00	9990	The DEL field on the pre-CSR is A0

	PON	VER	CC	Result
				whereas it is A1 on the post-CSR.
15j	001161FPEN100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15k	001161FPRN100017	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15l	002081FPEJ100013	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15m	002081FPEJ100014	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15n	002081FPTJ00024	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.
15o	002081FPTJ100026	00	9990	The DEL field on the pre-CSR is A0 whereas it is A2 on the post-CSR.
15p	002081FPTJ101028	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15q	002121FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15r	002121FPEJ100007	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15s	002131FPEJ100007	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A2, B2 on the post-CSR.
15t	002151FPEJ100001	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15u	002151FPEJ100003	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15v	002151FPEJ100005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15w	002151FPTJ101010	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15x	002201FPEJ101005	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.
15y	002211FPTJ102009	03	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
15z	002211FPTJ100014	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15aa	006031FPEJ002001	00	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ab	006031FPEJ000006	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ac	006031FPTJ000020	00	9990	The DEL field on the pre-CSR is A0, B0,

	PON	VER	CC	Result
				C0 whereas it is A1, B1, C1 on the post-CSR.
15ad	007011FPEN000002	00	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ac	007011FPEN000006	00	9990	The DEL field on the pre-CSR is A0, B0, C0 whereas it is A1, B1, C1 on the post-CSR.
15ad	007011FPTN003007	03	9994	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ae	007011FPTN000008	01	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15af	007061FPEJ103008	00	9991	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ag	007061FPTJ105013	02	9990	The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.
15ah	007061FPTJ102014	01	9990	The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
15ai	011121FPRN100009	00	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.
15aj	054031FPEN001005	01	9993	The DEL field on the pre-CSR is A0, B0 whereas it is A0, B0, C0 on the post-CSR.

Issue 16: Features or services listed in the S&E section of the post-activity CSR differ from those specified in the pre-activity CSR or LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

	PON	VER	CC	Result
16a	001061FPEJ100006	00	9990	The LSR specified V for both the ACT and LNA, but features were present on the post-CSR that were not specified on the LSR. DRS, ESX, NSS were present in the S&E section of the post-activity CSR even though they were not specified. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.
16b	002151FPTJ100012	00	9990	The LPIC on the post-CSR for 8502345781 was none while the LSR specifies 5124. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
16c	002201FPEJ100008	01	9990	Caller ID Deluxe was specified in the LSR as

PON	VER	CC	Result
			a new feature for 9545221354, but this feature was not present on the post-CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A4, B4 on the post-CSR.
16d	002211FPEJ100001	01	9990	The LSR specified the addition and deletion of features, but the post-CSR did not update accordingly. Call return (NSS) and Area Plus (VR5) were supposed to be added while Ringmaster (DRS) was to be deleted, but this did not occur. The DEL field on the pre-CSR is A0 whereas it is A1 on the post-CSR.
16e	019031FPEJ000004	00	3840	The LSR specifies an activity type of W, but the pre-CSR S&E section had the LNPCX USOC while the post-CSR did not contain this USOC. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.

Issue 17: The BTN in the BILL section on the post-CSR does not match the Billing Account Number (BAN1) on the LSR. There are services and features in the S&E section of the post-CSR that were neither specified in the LSR nor were they present on the pre-activity CSR The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

PON	VER	CC	Result
17a	001161FPRN100018	00	9990	The BAN1 on the LSR is 561Q855134134 whereas the BTN on the post-CSR is 561Q857170170. The NPU USOC on the pre-activity CSR was changed to the NP3 USOC on the post-activity CSR. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1, C1 on the post-CSR.

Issue 18: The directory listing section of the post-CSR did not accurately reflect information contained in the pre-CSR or changes specified in the DL form of the LSR. The information in the DEL field of the DIR section of the post-CSR is different than the information contained in the pre-CSR or LSR.

PON	VER	CC	Result
18a	007032FPTJ000004	04	9990	The DL section of the LSR specified a Listing Type of 1, which specifies a listed number. However the post-CSR identifies the number

PON	VER	CC	Result
			as a non-pub. The DEL field on the pre-CSR is A0, B0 whereas it is A1, B1 on the post-CSR.

Impact:

BellSouth's inability to accurately update the information in the customer service records may result in a decrease in customer satisfaction. The mishandling of customer requests will negatively impact a customer's view of a CLEC's service quality.